

USER MANUAL FOR
SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY
(SAVE)
FOR
IMMIGRATION & CHECKPOINTS AUTHORITY
(AUTHORISED VISA AGENT/TRUSTED PARTNER - INDIVIDUAL)

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1. INTRODUCTION

1.1 Overview

The Authorised Visa Agent/Trusted Partner – Individual module is a web-based application to allow Authorised Visa Agent/Trusted Partners to apply Entry Visa into Singapore. There is a hyperlink from the existing ICA web site (URL: <http://www.ica.gov.sg/>) or the Government's eCitizen Portal (URL : <http://www.ecitizen.gov.sg>), to this front-end Internet application.

1.2 About This Manual

The objective of this document is to explain the step-by-step guidelines on how to use the Authorised Visa Agent/Trusted Partner-Individual module for Authorised Visa Agent/Trusted Partners.

The users of Authorised Visa Agent/Trusted Partner – Individual module should have basic knowledge of using a web browser such as Internet Explorer (IE), navigating from one page to another.

The chapters in this manual are organized in a logical functional manner, and not necessary in the order that the users would normally use the system.

A reader can go through this User Manual in any order according to the specific function that he/she encountered or is interested in.

The functionality for the Authorised Visa Agent/Trusted Partner – Individual module includes application of individual Visa, printing Form 14A, enquiry of Visa application and allows users to change password.

1.3 Installation/Setup

The user will require the following:

- Basic PC setup with Modem or Broadband
- Supported Browsers:
Internet Explorer (IE) version 7.0, 8.0, 9.0, Firefox 3.6 and Safari 6.0

The user needs to configure the settings of his Internet browser before he launches SAVE website by following the steps in the link

<http://www.ica.gov.sg/VETS/SAVE/Settings.html> .

If you are using a pop-up blocker, please add the following as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be complete.

- www.enets.com.sg
- www.enets.sg
- www.psi.gov.sg

1.4 Convention

This manual uses the following conventions:

- ‘*’ next to a field to show that the field is a mandatory field.
- [BUTTON NAME] to show it is a button.
- [Proceed] button indicates that the system will be displaying another application page after the current page.
- [Save] or [Submit] button indicates that the system will update or insert records in the database and display the acknowledgment page
- [Print] button displays the print dialog box on the browser
- [Back] button will return to the previous page where the user came from.
- [Clear] button will clear all fields and reset all drop down lists.

The following format is used by the SAVE system:

- DD/MM/YYYY as a Date Format
- HH24:MI:SS as a Time Format

1.5 Supported Payment Modes

This manual uses the following payment modes:

- VISA Credit/Debit Card
- MasterCard Credit/Debit Card

2 FUNCTIONS

2.1 Login

Go to the Authorised Visa Agent/Trusted Partner - Individual module at (URL: <https://www.psi.gov.sg/NASApp/tmf/TMFServlet?app=SAVE-OVAL&isNew=true&Reload=true>). The SAVE main page will be displayed as follows:



Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

SAVE – Authorised Visa Agent/Trusted Partner – Individual Module User Manual

For Authorised Visa Agent/Trusted Partner:

Please click [here](#) to download the user manual for submission of application for Collective Gratis Visa (English).

Please click [here](#) to download the user manual for submission of application for Individual Visa (English).

For Local Contact:

Please click [here](#) to download the user manual for submission of application for Individual Visa (English).

If you do not wish to continue, you may end the session by closing the browser.

If you wish to continue, please click on the "Authorised Visa Agent/Trusted Partner" or "Local Contact" link.

Status Enquiry

You can check the status of your visa application online via the "Status Enquiry" function at SAVE through our website at <http://www.ica.gov.sg>.

Important Notes

- To apply for Visa online as a local contact, you will need a SingPass account. To apply for a SingPass, please visit <http://www.singpass.gov.sg>.
- For payment online, you will need a VISA or Mastercard Credit/Debit Card. For eNETS payment, **Java Version 6 Update 2** is required for your browser. Please verify your Java installation [here](#).
- You will require Adobe Acrobat Reader to view the supplementary forms. You can download the Acrobat Reader at <http://www.adobe.com>.
- If you are using a pop-up blocker, please add the following as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be complete. Please refer to [Help](#) for more details.
 - www.psi.gov.sg
 - www.enets.com.sg
- You are advised to add the following to enable cookies. Please refer to [Help](#) for more details.
 - www.psi.gov.sg

Main Menu

Submission of Application

[Local Contact](#)

[Authorised Visa Agent/Trusted Partner](#)

Enquiry on Application

[Status Enquiry](#)

Caution:

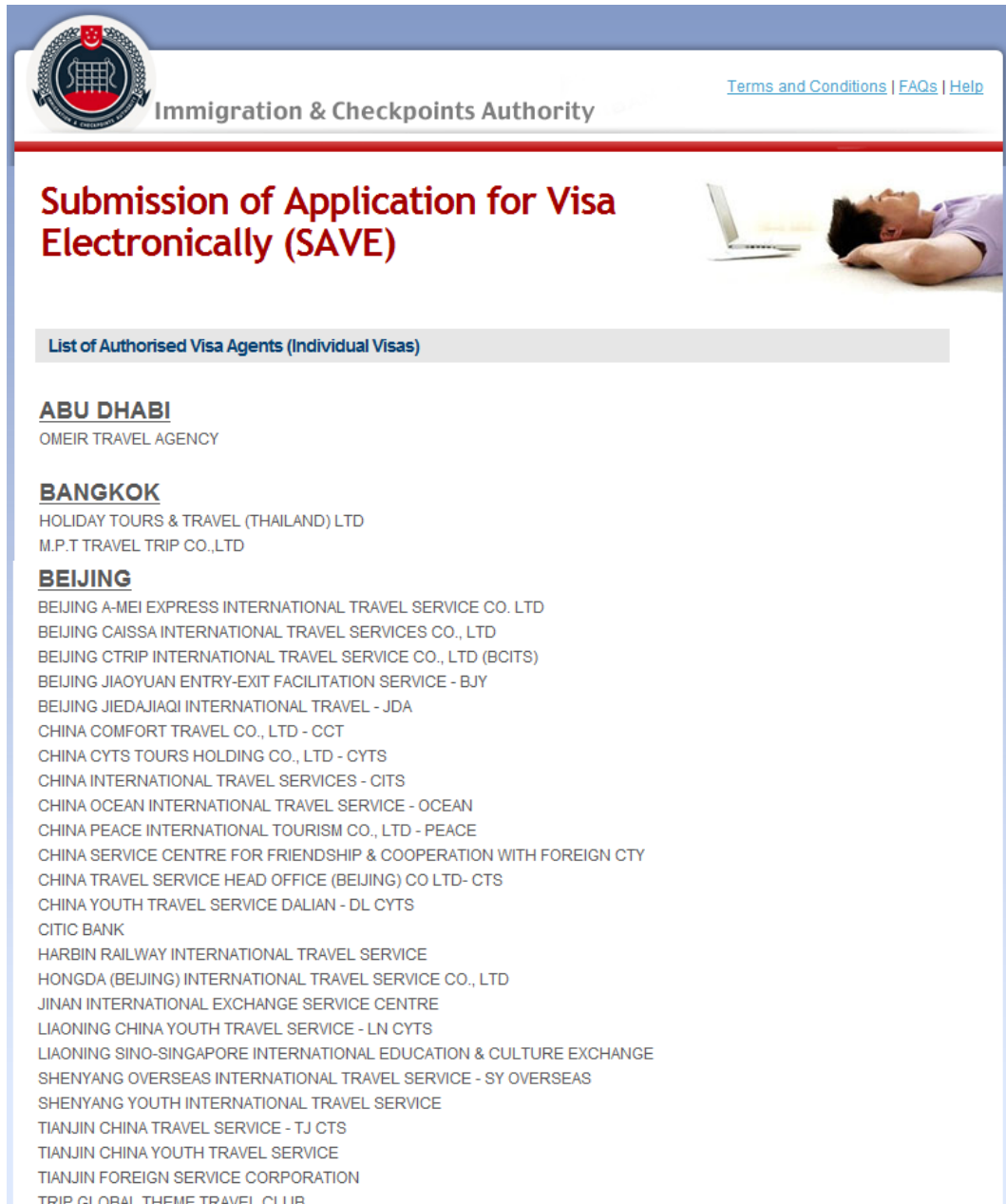
Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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To view a list of all active Authorised Visa Agents under SAVE

- In the section “Submission through Authorised Visa Agent, click on the [\[HERE\]](#) hyperlink
- A list of Authorised Visa Agents under SAVE will be displayed. A section of the list is shown below.



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Submission of Application for Visa Electronically (SAVE)

List of Authorised Visa Agents (Individual Visas)

ABU DHABI
OMEIR TRAVEL AGENCY

BANGKOK
HOLIDAY TOURS & TRAVEL (THAILAND) LTD
M.P.T TRAVEL TRIP CO.,LTD

BEIJING
BEIJING A-MEI EXPRESS INTERNATIONAL TRAVEL SERVICE CO. LTD
BEIJING CAISSA INTERNATIONAL TRAVEL SERVICES CO., LTD
BEIJING CTRIP INTERNATIONAL TRAVEL SERVICE CO., LTD (BCITS)
BEIJING JIAOYUAN ENTRY-EXIT FACILITATION SERVICE - BJY
BEIJING JIEDAJIAQI INTERNATIONAL TRAVEL - JDA
CHINA COMFORT TRAVEL CO., LTD - CCT
CHINA CYTS TOURS HOLDING CO., LTD - CYTS
CHINA INTERNATIONAL TRAVEL SERVICES - CITS
CHINA OCEAN INTERNATIONAL TRAVEL SERVICE - OCEAN
CHINA PEACE INTERNATIONAL TOURISM CO., LTD - PEACE
CHINA SERVICE CENTRE FOR FRIENDSHIP & COOPERATION WITH FOREIGN CTY
CHINA TRAVEL SERVICE HEAD OFFICE (BEIJING) CO LTD- CTS
CHINA YOUTH TRAVEL SERVICE DALIAN - DL CYTS
CITIC BANK
HARBIN RAILWAY INTERNATIONAL TRAVEL SERVICE
HONGDA (BEIJING) INTERNATIONAL TRAVEL SERVICE CO., LTD
JINAN INTERNATIONAL EXCHANGE SERVICE CENTRE
LIAONING CHINA YOUTH TRAVEL SERVICE - LN CYTS
LIAONING SINO-SINGAPORE INTERNATIONAL EDUCATION & CULTURE EXCHANGE
SHENYANG OVERSEAS INTERNATIONAL TRAVEL SERVICE - SY OVERSEAS
SHENYANG YOUTH INTERNATIONAL TRAVEL SERVICE
TIANJIN CHINA TRAVEL SERVICE - TJ CTS
TIANJIN CHINA YOUTH TRAVEL SERVICE
TIANJIN FOREIGN SERVICE CORPORATION
TRIP GLOBAL THEME TRAVEL CLUB

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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To view a list of all active Trusted Partners under SAVE

- In the section “Submission through Trusted Partner, click on the [\[HERE\]](#) hyperlink
- A list of Trusted Partners under SAVE will be displayed. A section of the list is shown below.



Caution:

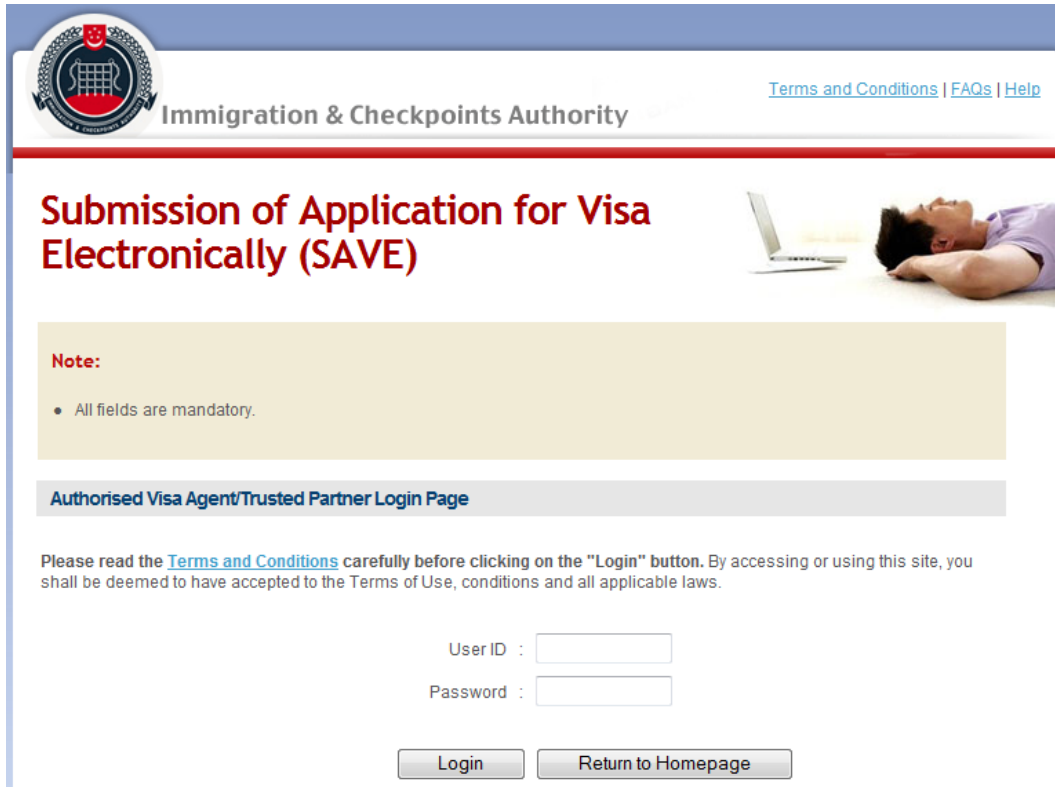
Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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To proceed to login into the Authorised Visa Agent/Trusted Partner - Individual module

- Enter User ID
- Enter Password
- Click on the [\[LOGIN\]](#) button



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Submission of Application for Visa Electronically (SAVE)

Note:

- All fields are mandatory.

Authorised Visa Agent/Trusted Partner Login Page

Please read the [Terms and Conditions](#) carefully before clicking on the "Login" button. By accessing or using this site, you shall be deemed to have accepted to the Terms of Use, conditions and all applicable laws.

User ID :

Password :

For first time users or when the password expires, they will be prompted to change their password. Otherwise, the Authorised Visa Agent/Trusted Partner Main Menu Page will be displayed if they have entered their User ID and Password correctly.

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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If the user account is revoked,

- Enter a valid User ID
- Click on the [\[HERE\]](#) hyperlink
- An acknowledgement page will be displayed.



The screenshot displays the ICA SAVE portal interface. At the top, the ICA logo and name are visible, along with links for Terms and Conditions, FAQs, and Help. The main heading is "Submission of Application for Visa Electronically (SAVE)". A note states that all fields are mandatory. Below this, a section titled "Authorised Visa Agent/Trusted Partner Login Page" contains a warning: "Your account is revoked". The login fields for User ID (containing "BEJJ1101") and Password are present, along with "Login" and "Return to Homepage" buttons. A red-bordered box contains a caution: "Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction." At the bottom, there is a footer with contact information and a note about browser compatibility.

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Submission of Application for Visa Electronically (SAVE)

Note:

- All fields are mandatory.

Authorised Visa Agent/Trusted Partner Login Page

Please read the [Terms and Conditions](#) carefully before clicking on the "Login" button. By accessing or using this site, you shall be deemed to have accepted to the Terms of Use, conditions and all applicable laws.

Your account is revoked

User ID :

Password :

**Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.**

If you have forgotten your password or if your account has been revoked, please enter your 'User ID' and click [here](#).
If you encounter any problems with this e-service, please contact us at 6391 6100, or email ica_save_helpdesk@ica.gov.sg

The website is optimised for IE version 7.0, 8.0, 9.0, Firefox 3.6 and Safari 6.0.

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Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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The new password will be sent to the Authorised Visa Agent/Trusted Partner's registered email address.

SAVE Login

Your request to reset your password is registered successfully! The new password will be sent by email to your company's registered email address shortly.

Please note that:

1. You will be prompted to change the password once you first log into SAVE with the new password.
 2. Password is case-sensitive.
 3. Some mail services may filter out the password mail or send it to the bulk/junk mail folder. If you do not receive your password email, please check your bulk/junk mail folder.
-

[Home](#)

Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

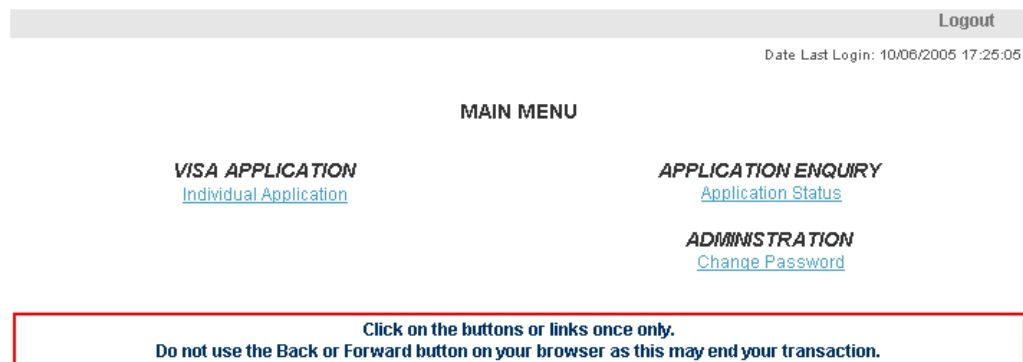
Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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2.2 Authorised Visa Agent/Trusted Partner Main Menu



Upon successful login, the main menu page will be displayed as shown above

To submit individual application

- Click on the **[INDIVIDUAL APPLICATION]** hyperlink

To enquire the application status of an existing visa individual application

- Click on the **[APPLICATION STATUS]** hyperlink

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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2.3 Change Password

Step 1 of 2: Change Password

Note:

- All fields are mandatory.
- This service may take 1 minute to complete.

Please enter password

User ID : BEJJ1101
Old Password :
New Password :
Re-enter New Password :

This function allows Authorised Visa Agent/Trusted Partner user to change the password. This screen will be displayed automatically if the user's password has expired or if it is the first time the user logs in to the system. This screen will also be displayed when the user's password has been reset.

The user can also change his password at any time before it expires. To do that:

- Click on the [\[CHANGE PASSWORD\]](#) hyperlink at the Main Menu
- The screen above will be displayed.

To change password

- Enter the Old Password and New Password
- Re-enter the New Password
- Click on the [\[SAVE\]](#) button

To reset the fields which have been filled, click on the [\[CLEAR\]](#) button.

To return to main menu, click on the [\[BACK\]](#) button.

The users are reminded that new passwords are valid for a period of 90 days. It must be eight characters and should be different from existing (Old) password and the two previous ones.

Note: The password is case sensitive and must be alphanumeric.

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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2.4 Logout

To logout from Authorised Visa Agent/Trusted Partner module, click on the [\[LOGOUT\]](#) hyperlink.

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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3 Visa Application – Individual Visa Application (Form 14A)

This function allows the Authorised Visa Agent/Trusted Partner to apply for an Individual Visa.

Note:

If Authorised Visa Agent/Trusted Partner is from China, the fields mention below will be defaulted:

- Country of Birth: CHINA
- Race: CHINESE
- Nationality: CHINESE
- Type of Travel Document Held: INTERNATIONAL PASSPORT
- Country of Issue: CHINA
- Type of visa: MULTIPLE JOURNEY

OR

If Authorised Visa Agent/Trusted Partner is from Bangladesh, the fields mention below will be defaulted:

- Country of Birth: BANGLADESH
- Race: BANGLADESHI
- Nationality: BANGLADESHI
- Type of Travel Document Held: INTERNATIONAL PASSPORT
- Country of Issue: BANGLADESH
- Type of visa: SINGLE JOURNEY

OR

If Authorised Visa Agent/Trusted Partner is from INDIA, the fields mention below will be defaulted:

- Country of Birth: INDIA
- Race: INDIAN
- Nationality: INDIAN
- Type of Travel Document Held: INTERNATIONAL PASSPORT
- Country of Issue: INDIA
- Type of visa: MULTIPLE JOURNEY

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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3.1 Submission of Application

Visa Application Application Enquiry Administration Logout

Step 1 of 3: Form Entry

Note:

- Field(s) with * is/are mandatory field(s).
- All entries must be in English and only the following [Basic Latin](#) characters will be accepted.
- The application should be submitted within 15 minutes. Otherwise, the session will timeout.
- Please submit the visa application within 30 days prior to arrival in Singapore.
- Some email services may filter out the acknowledgement email or send it to the bulk/junk mail folder due to their spam policy. Please ensure that the setting of your email account will not delete any email instantly from your junk folder. Please check your bulk/junk mail folder if you do not receive the acknowledgement email.
- Photograph image uploaded must be of the following specifications:
 1. Image file must be a JPEG file format
 2. Image file size must be less than 60 Kbytes
 3. Image dimension must be 400 x 514 pixels
 4. Please click [here](#) for our online Image Editing Tool to crop and resize your photograph image to 400 by 514 pixels
- The photograph image must meet ICA's requirements for submission of visa application. Failure to meet the requirements can result in delay or rejection of your application. Please refer to our [digital photo image guidelines](#) for more details.

Individual Visa Applicant's Details:

*Passport-sized Photo Image	:	<input type="text"/>	Browse...
*Name	:	<input type="text"/> (Full name as it appears in passport/travel document, and in the same sequence of appearance) (Please click here for Name FAQs)	
Alias	:	<input type="text"/> (Leave blank if not applicable)	
*Date of Birth	:	<input type="text"/>	*Sex : <input type="text" value="Select Here"/>
(DDMMYYYY) Substitute DDMM with "0000" if there is no day or month			
*Marital Status	:	<input type="text" value="Select Here"/>	
Nationality of Spouse	:	<input type="radio"/> Singapore Citizen <input type="radio"/> Singapore Permanent Resident <input type="radio"/> Others (Please Specify) <input type="text" value="Select Here"/>	
Spouse's NRIC No	:	<input type="text"/>	
*Country of Birth	:	<input type="text" value="CHINA"/>	
*State / Province of Birth	:	<input type="text" value="Select Here"/>	*Nationality : <input type="text" value="CHINESE"/>
*Race	:	<input type="text" value="CHINESE"/>	PRC ID No : <input type="text"/> (For PRC Nationals Only)
*Religion	:	<input type="text" value="Select Here"/>	If others, please specify : <input type="text"/>
Religious Denomination	:	<input type="text"/>	

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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SAVE – Authorised Visa Agent/Trusted Partner – Individual Module User Manual

OTHER DETAILS

*Occupation:

Select Here

*Highest Academic / Professional Qualifications Attained

Select Here

*Type Group

☐ Social ☐ Business

*Type of visa

MULTIPLE JOURNEY

*Date of Intended Arrival in Singapore

(DDMMYYYY)

*How long do you intend to stay in Singapore?

☐ Less than 30 days ☐ More than 30 days

Address in Singapore

*Where will you be staying in Singapore?

Select Here

If others, please specify

Block/House No

Floor No

Unit No

Street Name

Postal Code

Building Name

Tel. No

*Did you reside in other countries, other than your country of origin, for one year or more during the last 5 years?
(If yes, please furnish details)

☐ Yes ☐ No

ANTECEDENT OF APPLICANT

* (a) Have you ever been refused entry into or deported from any country, including Singapore?

☐ Yes ☐ No

* (b) Have you ever been convicted in a court of law in any country, including Singapore?

☐ Yes ☐ No

* (c) Have you ever been prohibited from entering Singapore?

☐ Yes ☐ No

* (d) Have you ever entered Singapore using a different passport or name?

☐ Yes ☐ No

If any of the answer is "YES", please furnish details below:

MISCELLANEOUS

Remarks

Please take note of the steps to ensure that the photograph image will be displayed on the Preview Page. For more details, please click [here](#).

Proceed

Clear

Cancel

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

To add row for the details of the countries that the applicant has resided in before

- Click on the **[ADD ROW]** button
- You can add up to a maximum of 3 rows

To delete row for the details of the countries that the applicant has resided in before

- Click on the **[DELETE ROW]** button

To cancel the current Individual Visa application

- Click on the **[CANCEL]** button
- A confirmation dialog box will be displayed

To reset the values entered for the current Individual Visa application

- Click on the **[Clear]** button
- Fields which have been filled will be cleared

To proceed with the Individual Visa application

- Enter the mandatory fields
- Click on the **[Proceed]** button

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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3.2 Local Contact Details

Note: You are required to fill in the local contact detail for the applicant as shown below if you meet ALL the conditions as below:

- You are not a Authorised Visa Agent/Trusted Partner from Singapore
- Your applicant is an Assessment Level 2 national
- Your applicant Visa Type Group is ‘**SOCIAL**’

[Visa Application](#) [Application Enquiry](#) [Administration](#) [Logout](#)

Step 1 of 3: Form Entry

Note:

- All fields are mandatory.
- All entries must be in English and only the following [Basic Latin](#) characters will be accepted.

Particulars Of Local Contact

If your local contact is an Individual

Relationship of Applicant to Local Contact : If others, please specify :

Name :

NRIC Number :

Address :
:
:

Contact No :

If your local contact is a Company

Relationship of Applicant to Local Contact : If others, please specify :

Name of Company/Firm :

Unique Entity Number (UEN) of Company/Firm :
(Please click [here](#) for more information on UEN)

Address :
:
:

Contact No :

Person acting on behalf of the Company/Firm

Name :

NRIC Number/FIN :

Designation/Capacity :

For LOI issued by applicant's Embassy/MFA or if applicant is unable to furnish a LOI, please provide details of the TPN, confirmed airline/hotel reservations etc

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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Please take note: You are required to fill in the local contact detail for the applicant as shown below if you meet ALL the conditions as below:

- You are not a Authorised Visa Agent/Trusted Partner from Singapore
- Your applicant is an Assessment Level 2 national
- Your applicant Visa Type Group is '**BUSINESS**'

Step 1 of 3: Form Entry

Note:

- All fields are mandatory.
- All entries must be in English and only the following [Basic Latin](#) characters will be accepted.

Particulars Of Local Contact

If your local contact is a Company

Relationship of Applicant to Local Contact : If others, please specify :

Name of Company/Firm :

Unique Entity Number (UEN) of Company/Firm :
(Please click [here](#) for more information on UEN)

Address :
:
:

Contact No :

Person acting on behalf of the Company/Firm

Name :

NRIC Number/FIN :

Designation/Capacity :

For LOI issued by applicant's Embassy/MFA or if applicant is unable to furnish a LOI, please provide details of the TPN, confirmed airline/hotel reservations etc

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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To cancel the current Individual Visa application

- Click on the **[CANCEL]** button
- A confirmation box will appear. Click on the **[OK]** button.
- The Authorised Visa Agent/Trusted Partner Main Menu will be displayed

To apply for Individual Visa

- Enter the mandatory fields
- Click on the **[PROCEED]** button
- The Individual Visa Applicant's Details Preview page will be displayed

Please take note: If local contact is filled in, it will be shown in the preview page

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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3.3 Application Preview

Visa Application Application Enquiry Administration Logout

Step 2 of 3: Confirmation

PHOTO
HERE

PARTICULARS OF APPLICANT

Name	: TAN YI MING (As shown in travel document)		
Alias	: (Leave blank if not applicable)		
Date of Birth	: 10/10/1977	Sex	: MALE
Marital Status	: SINGLE		
Country of Birth	: CHINA	State / Province of Birth	: HAINAN DAO
Nationality	: CHINESE	PRC ID No	: 123456789012345678
Race	: CHINESE		
Religion	: BUDDHIST		
Religious Denomination	:		
Type of Travel Document Held	: INTERNATIONAL PASSPORT		
Travel Document No	: G12345678		
Machine Readable Zone ID	: 9632		
Travel Document Issue Date	: 10/10/2001	Expiry Date	: 09/10/2011
Country of Issue	: CHINA		
Place of Issue	: HAINAN DAO		
Address in Country of Origin			
Country of Origin	: CHINA		
Division/State/Province of Origin	: CHONGQIN		
Prefecture of Origin	:		
County/District of Origin	:		
Address	: 59 DA QIN JIE CHONGQIN 66258		

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

OTHER DETAILS			
Occupation	:	MANAGER	
Highest Academic/Professional Qualifications Attained	:	DIPLOMA	
Type Group	:	SOCIAL	
Type of visa	:	MULTIPLE JOURNEY	
Date of Intended Arrival in Singapore	:	01062013	
How long do you intend to stay in Singapore?	:	Less than 30 days	
Purpose of Visit	:	NA	
Nationality of Spouse	:		
Address in Singapore			
Where will you be staying in Singapore?	:	FRIEND'S PLACE	
Block/House No.	:	Floor No.	:
Street Name	:	Unit No.	:
Building Name	:	Postal Code	:
	:	Tel. No.	:
Did you reside in other countries, other than your country of origin, for one year or more during the last 5 years? (if yes, please furnish details)			
: No			
ANTECEDENT OF APPLICANT			
Please choose in the box where appropriate against the following			
(a) Have you ever been refused entry into or deported from any country, including Singapore?	:	NO	
(b) Have you ever been convicted in a court of law in any country, including Singapore?	:	NO	
(c) Have you ever been prohibited from entering Singapore?	:	NO	
(d) Have you ever entered Singapore using a different passport or name?	:	NO	

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

MISCELLANEOUS

Remarks

☐ I declare that the information furnished in respect of this application is true and correct. I understand that if there is any discrepancy in the information declared, a resubmission with a new processing fee of \$30/- is required.

Please confirm this submission by clicking on the "Submit" button.

Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

If you encounter any problems with this e-service, please contact us at 6391 6100, or email lca_save_helpdesk@lca.gov.sg

The website is optimised for IE version 7.0, 8.0, 9.0, Firefox 3.6 and Safari 6.0

To cancel the current Individual Visa application

- Click on the **[CANCEL]** button
- A confirmation dialog box will be displayed

To amend the Individual Visa application

- Click on the **[AMEND]** button
- Make the necessary amendments and click on **[Proceed]** button
- The Application Preview page will be displayed

To submit the Individual Visa application

- Select the checkbox to declare that the information furnished are true and correct
- Click on the **[Submit]** button to confirm the application
- The Make Payment page will be displayed

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.


3.4 Payment for Application

IF YOU ARE USING A POP-UP BLOCKER, please add "https://www.psi.gov.sg" to your list of allowed sites in the pop-up blocker settings. Otherwise, the relevant transaction pages may not be displayed, or your transaction request may not be completed. If you are paying using eNETS Credit, AMEX or eNETS Debit, please click [here!](#)



You are now on a secure site.

Please proceed to payment by
clicking on the logo of your preferred payment mode:

Payment Mode	Description	Total Payable
	VISA/MasterCard payment mode Please have one of the following - VISA Credit Card, - MasterCard Credit Card, - MasterCard Debit Card or - Visa Electron Debit Card More	Amount: S\$ 30.00 Total payable: S\$ 30.00

IMPORTANT:

- Please make sure that all other opened browsers are closed before proceeding to make payment.
- **DO NOT** close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.
- **DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
- For more information on each payment method, click on the "More" hyperlink of the respective payment mode.
- For **AMEX**, please add "payment.consumerconnect.com.sg" and "www.enets.com.sg" to your list of allowed sites in the pop-up blocker settings as well.
- For **eNETS Credit**, please add "www.enets.sg" to your list of allowed sites in the pop-up blocker settings as well.
- For **eNETS Debit**, please include "www.enets.sg", "dbsd2pay.dbs.com (for DBS/POSB Account holders)", "uniservices1.uobgroup.com (for UOB Account holders)" and "www.citibank.com.sg (for Citibank Account holders)" to your list of allowed sites in the pop-up blocker settings as well.
- For **NETS CashCard**, please add "cashcardservices.nets.com.sg" to your list of allowed sites in the pop-up blocker settings as well.

Cancel Payment



(C) Copyright 2001. All rights reserved by the Government of Singapore.

- Click on the [\[eNETS\]](#) image to proceed to the next step.
(This system supports VISA Credit/Debit Card and MasterCard Credit/Debit Card only)
- To cancel the transaction, click on the [\[CANCEL PAYMENT\]](#) button

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

eNETS

Consumer eNETS

[Privacy Policy](#)
[Security Guidelines](#)
[Customer Service](#)

credit/debit card payment



If you are using a pop-up blocker, please add the following list as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be completed.

1. www.enets.sg

TRANSACTION INFORMATION

Merchant Name	GOVT ONLINE PAYMENT
Merchant Reference Code	C008082012205608
NETS Reference Code	20080820123225552
Amount	SGD 30.00

CREDIT/DEBIT CARD INFORMATION


 

Name on Card
Card Number
Please note that the Credit Card Number should be 12 or 16 digits.
Please input your card number without space or dash.
Please [download](#) latest JRE if you have problem entering card number.
CVV / CVC2 [What is CVV/CVC2/CID]
Expiry Date / (eg: 2009)

☐ I have read, understood and accepted the return and refund policy for the purchase of relevant products / services.

Important
Please do not use your BACK or RELOAD/REFRESH browser functions or CLOSE your browser while using this service

© eNETS is a product of Network for Electronic Transfers (Singapore) Pte Ltd.
Best viewed in IE6 or Firefox 2 with screen resolution 800x600 and above.

 **NETS**
Life made easier

To submit the credit/debit card payment

- Enter the credit/debit card details
- Click on the **[Submit]** button to confirm the payment
- The Tax invoice/receipt will be displayed

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.



Immigration & Checkpoints Authority

TAX INVOICE / RECEIPT

Receipt No : MHA-ICA-SA0001000078910 Date/Time : 21/05/2014 11:44
Agency : MHA-ICA-SA - MHA-ICA-SA
Application : Public Application for SAVE
Paid via : eNETSCredit
EP RefNo : CC14052111443643

Sno	Code/Description	Unit Price(\$)	Qty	Amount(\$)
1.	Visa Application Processing Fees Collection Location : VSC Name of Applicant : SAMMIE Date of Birth : 03/03/2011	30.00	1	30.00
Total (\$):				30.00

This is a computer-generated receipt. No signature is required.

PSi RefNo : 06e0771dd24558a9-2152014-114435-1737906227

Please print a copy of the receipt for your reference.

To print the Tax Invoice/Receipt

- Click on the **[PRINTER]** icon button  on the top menu

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

3.5 Print Acknowledgement for Visa Application

Upon successful application and payment of Individual Visa, the acknowledgement page will be displayed.

Immigration & Checkpoints Authority

[Terms and Conditions](#) | [FAQs](#) | [Help](#)

Submission of Application for Visa Electronically (SAVE)

Visa Application | Application Enquiry | Administration | Logout

Step 3 of 3: Acknowledgement

Thank you for using SAVE

Your application has been submitted successfully.
Please print this acknowledgement page.

The grant of a visa does not exempt the holder from compliance, registration or application for the relevant pass, permit or license, as the case may be, to carry out the proposed activity(ies) declared in the visa application, as required under Singapore's laws.

[Click here to print electronic Form 14A](#)

Summary of Application Details

Visa Reference No. : ***BEJ001270SA11852014***

BEJ001270SA11852014

Name : TAN LILI

Travel document type and number : INTERNATIONAL PASSPORT no. ASDF

Sex : FEMALE

Date of Birth : 03/03/2011

Nationality : CHINESE

Submitted on : 04/07/2014 12:31:47

PSI Reference No : e1631bcc4f920fef-472014-123144-2076122604

EPayment Reference No : -

Please ensure that your application is accurately and correctly completed. You are required to re-submit a new application if any discrepancy is discovered for the visa application and you have to make payment for the visa that has already been issued for the initial application.

An application will take 1 working day (excluding the date of submission and Public Holidays) to process. However, some applications may take a longer time to process.

[Print Acknowledgement](#)

[Data this session](#)

- To print the acknowledgement page, click on the **[PRINT ACKNOWLEDGEMENT]** button. You will need the visa reference number for future references or for application enquiry.
- To print the Form 14A, click on the **[CLICK HERE TO PRINT ELECTRONIC FORM 14A]** hyperlink

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

3.6 Printing of Visa Application Form 14A

Visa Application	Application Enquiry	Administration	Logout
------------------	---------------------	----------------	--------

Print Applicant's FORM 14A for Visa Application

Print Form 14A

Back

Visa application reference number: BEJ000558SAI3572009

Notes:
**Delete where appropriate

FORM 14A
IMMIGRATION ACT [CHAPTER 133, SECTION - 55(1)]
PASSPORT ACT [No. 33 of 2007]

Affix a recent
Passport-sized
photograph here

APPLICATION FOR ENTRY VISA

PART I - PARTICULARS OF APPLICANT			
Name:	TAN YI MING		
Name as in Travel Document			
Alias:			
Date of Birth:	10/10/1977 (DD/MM/YYYY)	Sex:	MALE
Marital Status:	SINGLE		
Country of Birth:	CHINA		
State / Province of Birth:	HAINAN DAO		
Race:	CHINESE		
Nationality:	CHINESE		
Type of Travel Document Held:	INTERNATIONAL PASSPORT		
Travel Document No:	G12345678		
Travel Document Issue Date:	10/10/2001 (DD/MM/YYYY)	Expiry Date:	09/10/2011 (DD/MM/YYYY)
Country of Issue:	CHINA		
Place of Issue:	HAINAN DAO		
<i>Address in Country of Origin</i>			
Country of Origin:	CHINA		
Division/Province/State of Origin:	HAINAN DAO		
Prefecture of Origin:			
County/District of Origin:			
Address:	26 TIAN OU LU HAINAN 963254		

- 1 -

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

PART II - OTHER DETAILS			
Occupation:	PROFESSIONAL		
Highest Academic / Professional Qualifications Attained:	UNIVERSITY		
Religion/Denomination:	BUDDHIST		
Date of Intended Arrival in Singapore / Period of Visa Applied For:	25TH DEC 2009 / 5 WEEKS		
How long do you intend to stay in Singapore?	Less than 30 days		
Purpose of Visit:	HOLIDAY		
Nationality of Spouse:			
<i>Address in Singapore</i>			
Where will you be staying in Singapore?:	HOTEL		
Block/House No.:	1	Floor No.:	04
Unit No.:	01		
Street Name:	BEACH ROAD		Postal Code: 189673
Building Name:	RAFFLES HOTEL		Tel. No.: 63397650
Did you reside in other countries, other than your country of origin, for one year or more during the last 5 years? NO			

- 2 -

PART III - ANY ANTECEDENT OF APPLICANT	
(a) Have you ever been refused entry into or deported from any country, including Singapore?	NO
(b) Have you ever been convicted in a court of law in any country, including Singapore?	NO
(c) Have you ever been prohibited from entering Singapore?	NO
(d) Have you ever entered Singapore using a different passport or name?	NO
DETAILS OF ANTECEDENT	

PART IV - DECLARATION BY APPLICANT
<p>I declare that the particulars and documents furnished in respect of this application are true and correct.</p> <p>I undertake not to misuse controlled drugs or to take part in any political or other activities during my stay in Singapore which would make me an undesirable or prohibited immigrant under the Immigration Act.</p> <p>I undertake to comply with the provisions of the Immigration Act and any regulations made thereunder or any statutory modification or re-enactment thereof for the time being in force in Singapore.</p> <p>I undertake not to involve in any criminal offences in Singapore.</p> <p>I undertake not to indulge in any activities which are inconsistent with the purpose for which the immigration passes have been issued</p> <p>I further undertake not to be engaged in any form of employment, business or occupation whilst in Singapore without a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).</p> <p>I am aware that overstaying or working illegally in Singapore is a serious offence and on conviction, the penalties may include mandatory imprisonment and caning.</p> <p>I understand that if the Controller of Immigration is satisfied that I or any member of my family breaches this undertaking or becomes an undesirable or prohibited immigrant, he will cancel my immigration pass and the passes of the members of my family, and we may be required to leave Singapore within 24 hours of such cancellation.</p> <p>I understand that this application for and possession of a visa does not guarantee entry into Singapore and permission to entry is entirely discretionary at the point of entry.</p> <p>I give my consent for your department to obtain and verify information from or with any source as you deem appropriate for the assessment of my application for immigration facilities.</p>
<div style="display: flex; justify-content: space-between;"> <div>_____</div> <div>_____</div> </div> <div style="display: flex; justify-content: space-between;"> <div>Date</div> <div>Signature of Applicant</div> </div>

- 3 -

[Print Form 14A](#)

[Back](#)

- To print Form 14A, click on the [\[PRINT FORM 14A\]](#) button
- To go back to Acknowledgement page, click on the [\[BACK\]](#) button

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

4 Application Enquiry – Application Status

4.1 Application Enquiry – Enquiry by Application Reference No

Visa Application	Application Enquiry	Administration	Logout
------------------	---------------------	----------------	--------

Step 1 of 2: Application Enquiry

Note:

- Field(s) with * is/are mandatory field(s).
- To enquire by applicant, please enter any one of the applicant details (name, date of birth or travel document number).
- This service may take 5 minutes to complete.

Visa Application Enquiry (Please specify either one of the following)

User Identification: XXXXXX01

To enquire by application:

*Visa Application Reference No. :

OR

To enquire by applicant:

Name :

Date of Birth : (DDMMYYYY)

Travel Document No. :

Period of submission of visa application : TO (DDMMYYYY)
(To be accompanied by 1 or more field(s) above)

This function allows the Authorised Visa Agent/Trusted Partner user to enquire on an Individual Visa application submitted by its Authorised Visa Agent/Trusted Partner by Visa reference number or by applicant's particulars.

To enquire on **Approved, Pending, Rejected** or **Withdrawn** the Individual Visa application details by Application:

- Enter the Visa application reference number

To reset the values, click on the [\[CLEAR\]](#) button.

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

If the Individual Visa application is "**Approved** with e-Visa", the enquiry result page is as follows:

Visa Application	Application Enquiry	Administration	Logout
------------------	---------------------	----------------	--------

Step 2 of 2: Enquiry Results

Visa Application is approved

Summary of Application Details

This visa application has been submitted by:

Name	: JASPER TRAVEL PTE LTD, BEJJ1101
Mission	: BEIJING
Submitted On	: 23/12/2009 21:18:22

Visa Summary

Visa Reference Number	: BEJ000558SA13572009
Name of applicant	: TAN YI MING
Travel document and no	: INTERNATIONAL PASSPORT no. G12345678
Sex	: MALE
Date of Birth	: 10/10/1977
Nationality	: CHINESE
Purpose of visit	: HOLIDAY
Type of visa applied for:	: MULTIPLE JOURNEY
Duration of visa applied for:	: 25TH DEC 2009 / 5 WEEKS

We are pleased to inform you that a MULTIPLE JOURNEY visa valid for **5 weeks** from the date of collection for a **short stay per entry is approved**. Please click [here](#)

Caution:

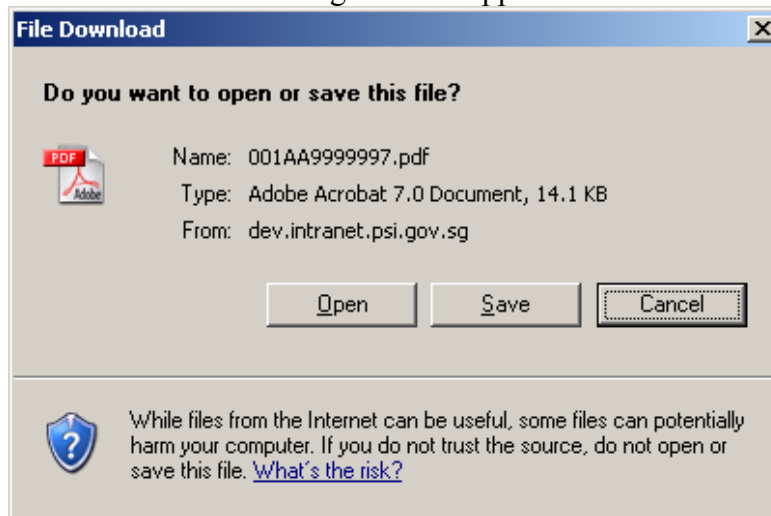
Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

- To print the paper e-Visa, click on the [\[HERE\]](#) hyperlink.

A “File Download” dialog box will appear as shown below:



Click on the [\[OPEN\]](#) button to open the PDF document in your computer.
Click on the [\[SAVE\]](#) button to save the PDF document in your computer.

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

The format of the paper e-Visa will appear as shown below:

e-Visa for Republic of Singapore

You are required to bring this paper e-Visa with you as the airline requires you to produce it for verification when you check-in.

e-Visa Number: AA0000296
Name: LAM JLI
Date of Birth: 12/12/2000
Sex: FEMALE
Nationality: CHN
Travel Document Number: E4561236
Visa issue date: [REDACTED]
Visa valid till: [REDACTED]
Type of Visa: [REDACTED]
Remarks: Not Valid for Employment
Visa Issuing Authority: IMMIGRATION & CHECKPOINTS AUTHORITY
Visa Processing Fee: 30 SINGAPORE DOLLARS

The visa is valid provided this passport is valid. Please transfer the visa to your new passport prior to your arrival in Singapore.



Please verify the information contained in this e-Visa using the "Status Enquiry" function in SAVE at <http://www.ica.gov.sg>.

Important Note

This e-Visa is issued to you based on the information provided in the application VSC000944SA01322014 for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy.

A Singapore visa is not an immigration pass. It is a pre-entry permission for you to travel to, and seek entry, into Singapore. A holder of a valid Singapore visa who is found suitable for entry into Singapore will be issued with an immigration pass to enter and remain in Singapore.

Possession of a valid visa alone does not guarantee entry into Singapore. You must also meet the following entry requirements:

- (i) Hold a passport with at least 6 months validity;
- (ii) Have sufficient funds for the period of stay in Singapore; and
- (iii) Have confirmed onward/return air ticket(s).

The grant of an immigration pass to you will be determined by the Immigration & Checkpoints Authority (ICA) officers at the point of entry. The period of stay granted is shown on the visit pass endorsement given on your passport and it is not tied to the validity of this visa. Please check your passport for the arrival endorsement and take note of the period of stay granted before leaving the checkpoint.

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

If the Individual Visa application is '**Approved** without e-Visa", the enquiry result page is as follows:

Visa Application	Application Enquiry	Administration	Logout
------------------	---------------------	----------------	--------

Step 2 of 2: Enquiry Results

Visa Application is approved

Summary of Application Details

Visa Reference Number	: BEJ000558SA13572009
Name of Applicant	: TAN YI MING
Travel Document Type and Number	: INTERNATIONAL PASSPORT no. G12345678
Sex	: MALE
Date of Birth	: 10/10/1977
Nationality	: CHINESE
Submitted by	: JASPER TRAVEL PTE LTD, BEJJ1101
Submitted on	: 23/12/2009 21:18:22

Please click [here](#) to download and print the approval letter.

View Form 14A

Back

To view Form 14A

- Click on the **[VIEW FORM 14A]** button
- The Form 14A Print page will be displayed
- To print the Form 14A, click on the **[PRINT]** button
- To go back to the applicant result page, click on the **[BACK]** button

To print the paper Approval Letter, click on the **[HERE]** hyperlink.

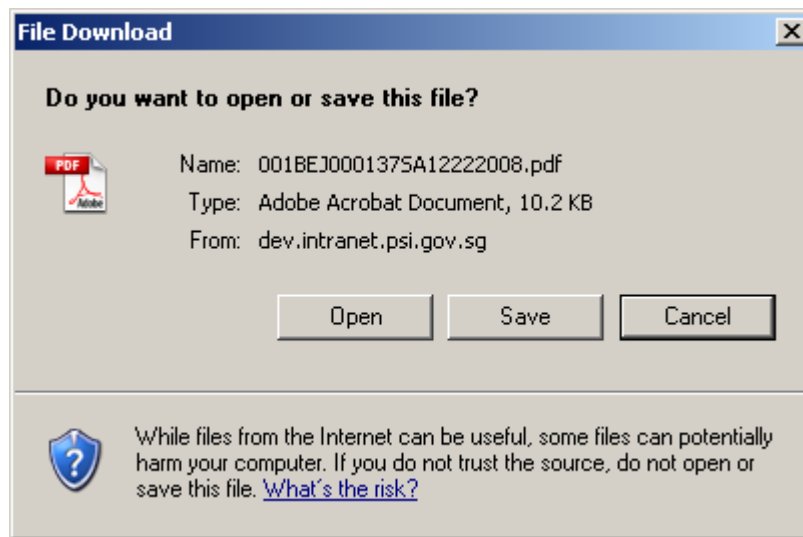
Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

A “File Download” dialog box will appear as shown below:



Click on the **[OPEN]** button to open the PDF document in your computer.
Click on the **[SAVE]** button to save the PDF document in your computer.

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

The format of the paper Approval Letter will appear as shown below:

Visa application is approved

Visa Reference Number: BEJ000143SA12222008

This Visa application is submitted by:

Name: CHEN FENGCHENG
Mission: BEIJING
Submitted on: 09/08/2008 19:47:58

Visa summary:

Name of Applicant: CHEN
Travel Document Type and Number: INTERNATIONAL PASSPORT/CHINA
Sex: FEMALE
Date of Birth: 02/02/1980
Nationality: CHINESE
Purpose of Visit: CONFERENCE
Type of Visa approved: TRIPLE JOURNEY
Duration of Visa approved: 3 WEEKS

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

If the Individual Visa application is "**Pending**", the enquiry result page is as follows:

Visa Application	Application Enquiry	Administration	Logout
------------------	---------------------	----------------	--------

Step 2 of 2: Enquiry Results

Visa Application is Pending

Summary of Application Details

This visa application has been submitted by:

Name	: JASPER TRAVEL PTE LTD, BEJJ1101
Mission	: BEIJING
Submitted On	: 23/12/2009 21:18:22

Visa Summary

Visa Reference Number	: BEJ000558SA13572009
Name of applicant	: TAN YI MING
Travel document and no	: INTERNATIONAL PASSPORT no. G12345678
Sex	: MALE
Date of Birth	: 10/10/1977
Nationality	: CHINESE
Purpose of visit	: HOLIDAY
Type of visa applied for:	: MULTIPLE JOURNEY
Duration of visa applied for:	: 25TH DEC 2009 / 10 DAYS

View Form 14A

Back

To view Form 14A

- Click on the [\[VIEW FORM 14\]](#) button
- The Form 14A Print page will be displayed
- To print the Form 14A, click on the [\[PRINT\]](#) button
- To go back to the applicant result page, click on the [\[BACK\]](#) button

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

If the Individual Visa application is "**Rejected**", the enquiry result page is as follows:

Visa Application	Application Enquiry	Administration	Logout
------------------	---------------------	----------------	--------

Step 2 of 2: Enquiry Results

After careful consideration, we regret to inform you that the visa application is not successful.

Summary of Application Details

This visa application has been submitted by:

Name	: JASPER TRAVEL PTE LTD, BEJJ1101
Mission	: BEIJING
Submitted On	: 23/12/2009 21:18:22

Visa Summary

Visa Reference Number	: BEJ000558SA13572009
Name of applicant	: TAN YI MING
Travel document and no	: INTERNATIONAL PASSPORT no. G12345678
Sex	: MALE
Date of Birth	: 10/10/1977
Nationality	: CHINESE
Purpose of visit	: HOLIDAY
Type of visa applied for:	: MULTIPLE JOURNEY
Duration of visa applied for:	: 25TH DEC 2009 / 10 DAYS

View Form 14A

Back

To view Form 14A

- Click on the **[VIEW FORM 14A]** button
- The Form 14A Print page will be displayed
- To print the Form 14A, click on the **[PRINT]** button
- To go back to the applicant result page, click on the **[BACK]** button

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

If the Individual Visa application is "**Withdrawn**", the enquiry result page is as follows:

Visa Application	Application Enquiry	Administration	Logout
------------------	---------------------	----------------	--------

Step 2 of 2: Enquiry Results

Visa Application is Withdrawn

Summary of Application Details

This visa application has been submitted by:

Name	: JASPER TRAVEL PTE LTD, BEJJ1101
Mission	: BEIJING
Submitted On	: 23/12/2009 21:18:22

Visa Summary

Visa Reference Number	: BEJ000558SA13572009
Name of applicant	: TAN YI MING
Travel document and no	: INTERNATIONAL PASSPORT no. G12345678
Sex	: MALE
Date of Birth	: 10/10/1977
Nationality	: CHINESE
Purpose of visit	: HOLIDAY
Type of visa applied for:	: MULTIPLE JOURNEY
Duration of visa applied for:	: 25TH DEC 2009 / 10 DAYS

View Form 14A

Back

To view Form 14A

- Click on the [\[VIEW FORM 14A\]](#) button
- The Form 14A Print page will be displayed
- To print the Form 14A, click on the [\[PRINT\]](#) button
- To go back to the applicant result page, click on the [\[BACK\]](#) button

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

4.2 Application Enquiry – Enquiry by Applicant

[Visa Application](#) [Application Enquiry](#) [Administration](#) [Logout](#)

Step 1 of 2: Application Enquiry

Note:

- Field(s) with * is/are mandatory field(s).
- To enquire by applicant, please enter any one of the applicant details (name, date of birth or travel document number).
- This service may take 5 minutes to complete.

Visa Application Enquiry (Please specify either one of the following)

User Identification: XXXXXX01

To enquire by application:
*Visa Application Reference No. :

OR

To enquire by applicant:
Name :
Date of Birth : (DDMMYYYY)
Travel Document No. :
Period of submission of visa application : TO (DDMMYYYY)
(To be accompanied by 1 or more field(s) above)

To enquire on **Approved, Pending, Rejected or Withdrawn** the Individual Visa application details by Applicant Detail:

- Enter the Name, or
- Enter the Date of Birth, or
- Enter Travel Document No., or
- Period of submission of Visa application with any of the above three
- Click on the **[SUBMIT]** button
- Upon successful enquiry of Individual Visa, the enquiry result page will be displayed. Note that the result page will differ, depending on the application status and enquiry inputs.

To reset the values, click on the **[CLEAR]** button.

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

If enquiry is based on the **Applicant Details**, the applicant enquiry result page is as follows:

Visa Application Application Enquiry Administration Logout

Step 2 of 2: Enquiry Results

Enquired by

User Identification : DTY1
Name : TAN MING MING
OR
Date of birth : 03/04/1991
OR
Travel Document No. : G1234567
AND
Period of submission of visa application : 28/03/2014 TO 28/03/2014

Back

Sno	Name	Application Reference No.	Sex	Date of Birth (dd/mm/yyyy)	Travel Doc No.	Applicant Status
1	TAN MING MING	BEJ001218SA10872014	F	03/04/1991	G1234567	PENDING

Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

If you encounter any problems with this e-service, please contact us at 6391 6100, or email ica_save_helpdesk@ica.gov.sg

The website is optimised for IE version 7.0, 8.0, 9.0, Firefox 3.6 and Safari 6.0

To go back to the Visa Application Enquiry page, click on the **[BACK]** button.

To view Form 14A

1. Click on the hyperlinked Name
2. The Form 14A will be displayed
3. To print the Form 14A, click on the **[PRINT]** button
4. To go back to the applicant result page, click on the **[BACK]** button

To enquire on the Individual Visa Application Details

5. Click on the hyperlinked Visa Reference No.
6. To view the Form 14A, click on the **[VIEW FORM 14A]** button
7. To go back to the applicant result page, click on the **[BACK]** button

Caution:

Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

5. Frequently Asked Questions

1) Why I cannot log on to the system?

You may check that the user id and password that you have keyed in is correct. Please note that password is Case Sensitive. Please confirm with ICA System Administrator that the account for Authorised Visa Agent/Trusted Partner Programme has been approved and created.

2) Why my account was revoked? How do I reset my password?

Your account is being revoked as you have exceeded the number of 3 tries for your login. Please follow the steps below and the email containing the password will be sent to your Authorised Visa Agent/Trusted Partner's registered email address shortly:

- 1) If you have received several password emails, please delete all password emails you have received earlier to avoid confusion.
- 2) Go to the link at <https://www.psi.gov.sg/NASApp/tmf/TMFServlet?app=SAVE-OVAL&isNew=true&Reload=true>
- 3) Click on the button that says 'Authorised Visa Agent/Trusted Partner'
- 4) Enter your user id at the login page
- 5) Click on the link "here", near the bottom of the page to reset your password
- 6) Check your registered email address for the password

If you cannot find any password in your email, please double check your Authorised Visa Agent/Trusted Partner's registered email address with the Singapore Consulate/Embassy/High Commission in your respective location

The system will prompt you to change your password when you login for the first time using the password you received in the mail. Please note that the "Old Password" refers to the password in the email given to you when you reset your password and the password is case-sensitive.

3) Why do I get the message “Internal Error” even when I have logged into the system.

If the user has logged in to the SAVE system correctly, this occurs because the application is unable to detect the current session as the session has been lost. Close the browser and log in again.

4) Why do I get the message “Invalid e-Service State”?

- Do not click on the **BACK**, **FORWARD** or **REFRESH** button when using SAVE
- At any part of the application, please do not click on the button for more than one time
- The system may need some time to process your application, please be patient. The system will auto generate an error message page if any problem occurred during the application.
- You are reminded that the session will expire if the **page remains idle for 15 minutes**, even though you may be filling up details on that page. You may try to login again and resubmit your application.

5) How can I adjust my photograph to the correct specification?

Below are the specifications for the required photograph:

- 1) Image file must be JPEG file format.
- 2) Image file size must be less than 60Kbytes.
- 3) Image dimension must be 400 x 514 pixels

You may want to use the photo editor, Paint, which comes with windows OS to adjust the dimensions of the photographs in the future. You may wish to follow the steps using, Paint, below to adjust the dimensions.

- 1) To open the photograph using MS paint
- 2) To use the attribute under Image in Menu to set the size to 400x514 pixels
- 3) To press the button Ctrl and button 'A' on the keyboard to select the image.
- 4) To stretch the image to the required dimension
- 5) To save it under JPG format finally.

6) Basic latin character FAQ

	'	()	,	-	.	/	0	1	2	3	4	5	6	7	8	9
@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
R	S	T	U	V	W	X	Y	Z	a	b	c	d	e	f	g	h	i
j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z	

Note:

1) # is accepted for Address in Country of Origin, Address which resided in other country for more than 1 year during the last 5 years, Address of Local Contact, Address of Company/Firm.

2) & is accepted for Name of Company/Firm.

7) Name FAQ




If the surname is "TAN" and the given name is "WEI HAO". Enter the name as "TAN WEI HAO"




If the last name is "DHROOVE" and the first name is "SURESH KUMAR". Enter the name as "DHROOVE SURESH KUMAR"

8) MRZ ID FAQ

If you are holding a PRC non e-Passport, please enter the last 4 characters as indicated below



If you are holding a PRC e-Passport, please enter "0000"



9) Photo FAQ

Q1: Photograph image that meets ICA's requirements



Q2: Photograph images that do not meet ICA's requirements

